

 <p>MISSOURI DEPARTMENT OF HEALTH AND SENIOR SERVICES CHILD AND ADULT CARE FOOD PROGRAM</p> <p>CHILD CARE CENTERS POLICY & PROCEDURE MANUAL</p>	ISSUED 4/15/05	REVISED 1/16	CHAPTER 5	SECTION 5.12
CHAPTER Chapter 5. Requirements of Management – IC’s	SUBJECT Household Contacts			

Household contacts, sometimes referred to as “parent audits or parent contacts,” are required to be made by CFNA when a child care center is suspected of CACFP mismanagement. It is highly recommended that child care centers include the following statement on each enrollment form completed by a parent of an enrolled child: “Department of Health and Senior Services officials may contact you to verify information.”

The situations triggering a household contact may not always indicate mismanagement, but certainly indicates a problem with the center’s procedures and/or understanding of the Program. Situations which will prompt CFNA to conduct household contacts include, but are not limited to:

- Complaints received by CFNA from the Section for Child Care Regulation, parents, employees, other sponsors, businesses or the concerned public related to the center claiming children not enrolled in the facility, claiming children not in attendance, claiming meals not served, or any other complaint related to the CACFP that indicates mismanagement.
- The center is missing enrollment forms for 20% or more of the children enrolled.
- The enrollment information completed by the parents of the enrolled child is in conflict with the center’s claim for 20% or more of the children enrolled. For example, the days in care, hours of care, meals claimed while in care, etc. conflict with the center’s meal claims.
- Significant fluctuations of 25% or more in the attendance on the day of an on-site review from the previous five days claimed. For example, a center claims 50 children for each of five days prior to the CFNA on-site review, on which day only 35 children are in attendance.
- A center’s monthly claim for reimbursement does not vary from month to month for a three month period of time. For example, the same number of breakfasts, lunches and snacks are claimed, the total meals equals the total attendance each month, or the total meals equals the total enrollment times the days of operation each month.

The method chosen by CFNA to contact parents will vary, depending on the circumstances. Parents may be contacted by mail with a written survey, or they may be contacted by phone. To expedite the household contact, child care centers must maintain a roster of child enrollment information, including each enrolled child’s name, parent or legal guardian, complete address and phone number, or the center must be prepared to copy the required information off of the child enrollment forms for the CFNA reviewer upon request.

Parents should be strongly encouraged to support CFNA efforts to contact them, as the outcome of the contacts can impact the quality of care provided to their child. Child care centers shall be required to cooperate in the event of a household contact. If a parent informs the child care center that he/she has been contacted by CFNA, the child care center must encourage the parent to cooperate fully. Any effort on the part of a child care center to interfere in any way with a household contact would be the basis for a declaration of seriously deficient.

Each response received must substantiate the center's claims. If two or more responses fail to substantiate the center's claim for reimbursement, CFNA shall move immediately to declare the center seriously deficient, allowing no more than 30 days for corrective action. If the center is already seriously deficient for similar findings, CFNA will propose to terminate the center's contract. In addition, claims that are not substantiated by household contacts will be disallowed.